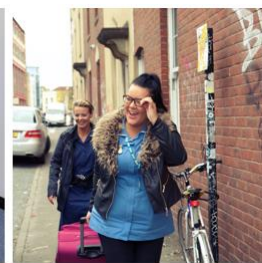
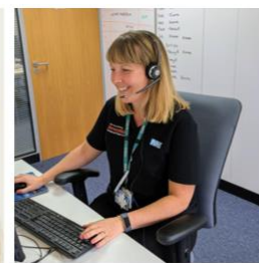


BrisDoc

Patient care by people who care



SevernSide

Integrated Urgent Care

CALL HANDLER

An exciting opportunity to work flexibly providing excellent 'patient care by people who care'.

We pride ourselves on being a fantastic place to work where you will feel valued, supported, developed and part of an excellent team. We aim to make sure every colleague feels proud of the work they do and the service that we offer to over one million patients across Bristol, North Somerset, and South Gloucestershire.

Responsible to: Team Manager for Integrated Urgent Care

Salary: Up to £12.00 per hour.

We offer a competitive salary for all roles which is dependent upon the role, weekday or weekend and shift timings.

In addition to your salary, we have three annual discretionary bonuses.

Hours: Part time hours over a 4-week rolling rota. Additional hours are also available on an ad-hoc basis.

Locations: Primarily BrisDoc's Headquarters at Osprey Court but may be required to work across all Out of Hours bases in Bristol, South Gloucestershire and North Somerset

Contact us: Please email workwithus@brisdock.org for an application form or further information

Core Benefits

- Competitive salary
- NHS Pension
- 25 days annual leave plus 8 Bank Holidays pro rata (rising to 27 with length of service)
- Annual discretionary bonuses
- Paid training time
- NHS discount scheme
- Opportunities for ongoing training and development
- Cycle to Work Scheme



IUC Call Handler

SevernSide has a diverse range of operational roles supporting the delivery of urgent primary care across the 24-hour period.

The core purpose of this role is:

- To manage incoming calls from Healthcare Professionals and enter the details onto our patient database for our clinical team,
- To manage outgoing calls to patients to ensure our safety calling process is adhered to.

As part of the Call Handler team, you will play a vital part in delivering our service alongside the wider Operational Team. At all times the post holder must act in a manner consistent with our code of conduct.

About Severnside

SevernSide
Integrated Urgent Care

Severnside provides urgent primary care across the 24-hour period. It incorporates what was formerly known as the 'out of hours (OOH) GP' service, NHS111 (which is subcontracted by BrisDoc to Practice Plus Group) and the Weekday Professional Line (WDPL). The WDPL clinicians support admission avoidance and facilitate admission for adult medical patients in BNSSG.

Severnside is also integral to the innovative BNSSG 'System Clinical Assessment Service (CAS)'. The System CAS brings together a multi-professional, multispecialty (currently General Practice, ED, mental health, paediatrics) clinical team to assess patients who may otherwise be sent to the Emergency Department or 999. This innovative work supports 'right care first time' in an integrated way.

[Find out more >>](#)

About BrisDoc



Severnside is the Integrated Urgent Care division of BrisDoc Healthcare Services. BrisDoc is a proud provider of NHS services and has been delivering 'patient care, by people who care' with passion and commitment for over 20 years.

As an 'employee-owned trust', we are a forward thinking, dynamic and innovative Social Enterprise and run an exciting range of Primary Care services. These include the **Severnside Integrated Urgent Care Service**, **GP Practices**, and the **Homeless Health Service**. BrisDoc therefore provides great patient care 24 hours a day, 365 days a year to over 1 million patients across Bristol, North Somerset & South Gloucestershire.

By joining BrisDoc, you will be part of a multi-disciplinary organisation that prides itself on being a fantastic place to work, where you will feel truly valued and part of a family. BrisDoc supports colleagues to grow and develop in their roles in order to deliver high quality patient care across all our clinical services. We strive to ensure every member of the team feels proud of the work they do and the services we provide together.

As an employed member of the BrisDoc team, you are also a BrisDoc co-owner and will be able to contribute to the decisions we make to benefit our patients, workforce and the wider community. This includes seeking to continuously improve the healthcare we provide for patients, while protecting our environment, nurturing our staff and making a meaningful contribution to the communities we serve. The BrisDoc 'Community Fund' is a staff-led team which works closely with health-based charitable causes, both local and international, to invest time and money to improve lives in disadvantaged communities.

Main duties and responsibilities:

Call Handling

- To manage incoming calls to the professional line from Healthcare Professionals,
- To manage incoming calls to the patient line,
- To follow our safety calling process,
- To ensure a timely, professional and informed response to all callers,
- To ensure that all referrals are accurately entered onto the patient database for Severnside or the hospital trusts, as required,
- To ensure all processes detailed in the Call Handler handbook are followed.

Additional Duties

- To assist with admin duties such as PEMS, PSQ's, etc as required.

General Duties

You can read the full list of general duties and expectations via the link below:

www.brisdoc.co.uk/workwithus/general-duties



www.brisdoc.co.uk/work-with-us

Person Specification

Criteria	Essential	Desirable
Qualifications and training	• Good general level of education including GCSE equivalent qualifications in English and Maths	
Knowledge and Experience		• Experience of working in a professional environment that requires high standards of customer service
Skills, Abilities and Attributes	• Evidence of computer literacy and keyboard skills • Able to listen and respond appropriately to patients and staff with differing needs • Able to convey information accurately verbally and in writing • Able to work within a team and take instruction as required. • Able to work flexibly in relation to the operational times • Able to use own initiative and propose solutions to issues and risks • Able to maintain confidentiality at all times with regards to staff and patients • Able to maintain accurate records and have high attention to detail • Motivated in providing and contributing to BrisDoc's core values	
Other	• Motivated by the provision of patient care • Organised and systematic • Able to manage systems and processes in line with organisational policy and procedures • Able to manage sensitive and emotive situations • Able to maintain professionalism • Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict	